



In conjunction with our promise to better serve you, the Independent Eye Care Professional, we have developed a glossary of terms to help you navigate your WIP (Work In Progress) Report. Our focus has been to accurately communicate where your order is in production and give you that visibility every step of the way. Whether you receive a WIP Report directly from Central One Optical or you track your orders via VisionWeb, the below will help you better understand what each station means throughout the journey that your order takes through our lab.

STATION	DEFINITION
AT THE TRACER	Your frame has been traced. This process records the dimensions of your frame for the final process of cutting the lenses to fit, once surfacing is complete.
BREAKAGE	Unfortunately, your order did not meet quality assurance standards and is being restarted. These orders do have priority within the surfacing and AR processes and we are expediting as quickly as possible.
CALL ACCOUNT	Your order has been transferred to our customer service department for clarification from you or notification to you about your order. You will be contacted by one of our representatives.
FINISHING	Your order is on its way to completion and in our finishing department. At this point we are fitting the lenses to the frame, tinting (if needed) and making our final quality assurance checks to ensure your utmost satisfaction. Some stations code will appear is considered part of finishing process: At Blocker, Edger, Roll & Polish, Tint, Lens UVed.
FRAME TO FOLLOW	Your lenses are ready for finishing, and our records indicate that we are expecting a frame from you. We will periodically send out a reminder card to you. In any case please send the frame as soon as possible.
FRAME RECEIVED	<p>Your frame has arrived at our facility. At this point we are verifying several items:</p> <ul style="list-style-type: none"> • Does this frame match the details of your electronic order? • Does the edge type (groove, zyl, metal, drill) match what was sent to us? • Is the frame you sent in good condition for processing? • Have we received an order from you at all for this patient? <p>Once those details have been established, your frame is connected to the order of record with a tracking label and the frame is then prepared for tracing.</p>
FRAME BACKORDER	Our frame supplier has notified us that there is a backorder
FRAME RACK	Frame has been wanded into it's designated bin number, waiting for lenses to be completed.
FRAME ON ORDER	Supply Frame is on order and waiting for fulfillment. (Hilco, Kasperek, Nouveau, I&Eye, Zyloware, Visual Eyes, etc.)

GLASS LAB	Your order for glass lenses is in process in the glass surfacing lab.
IN AR	The lenses are surfaced and in AR room waiting for the anti-reflective coating to be applied.
LENS IN PROCESS	This station is associated with a system calculation or update on your order and is automatically applied when orders pass through certain machinery. This station frequently appears immediately after we trace the frame but the lenses have not completed surfacing/AR. It is possible for your order to remain at this station description for a day or two depending on when your frame was received and the completion of surfacing/AR. Orders listing with this station are processing normally and a refreshed location will appear when the lenses complete the next step.
LENS ON ORDER	Your lenses have been ordered from our distribution center.
LENS ON BACKORDER	Our lens supplier has notified that there is a backorder.
LENS IN BIN or LENS RACK	Your lenses have been received into the lens rack and are being catalogued to meet up with your frame(if it has arrived).
MIRROR LAB	Your lenses have completed the surfacing stage and the mirror coating for your ordered is being applied
FRAME STILL HERE	Frame manager has rescanned frame or lenses into their respective bin to update reports
ORDER INITIATED	Your order is in our data entry department preparing to start its journey back to you. We are reviewing the order for pricing, feasibility of completion and special instructions. ** Any special instruction sent via comments will cause the order to stop for review. Please do not add special instructions unless absolutely needed. **
SHIPPED	Your order is complete and is scheduled for shipping

PRODUCTION FLOW :

1. ORDER INITIATED
2. RX PREPARATION- STOCK ROOM IS LAUNCHING THE RX
3. LENS GO THROUGH SURFACING PROCESS
4. LENS TREATMENT BEING APPLIED IF REQUESTED
5. LENSES ENTER FINISH ROOM
6. LENSES AND FRAME ARE BEING "MARRIED" THEN TRACED
7. AFTER TRACING, THE RX WILL GET EDGED
8. AFTER EDGED IS COMPLETED, THE JOB WILL GO TO BENCH FOR ASSEMBLY
9. FINAL INSPECTION FOR QUALITY CONTROL
10. IF IT PASSES FINAL INSPECTION, IT WILL BE SHIPPED.

Not every order will pass through all processes and stations. Additionally, depending on when you look at the order status or when the WIP report is generated, you may not see each location identified even if the order has been scanned at that location. A good example of this is the frame received station. Orders pass through this location rather quickly and will sometimes not be at that location long enough for the station to appear in the history.